



PROGRAM OVERVIEW

Program Title: Business Operations Effectiveness (BOE)

The Business Operations Effectiveness program is meticulously crafted for professionals and business owners who aspire to master the essentials of operational excellence in managing and monitoring their operational plans. This program is not just theoretical, but highly practical, ensuring that it enhances their operational effectiveness and equips them with the skills to execute their goals or corporate mandates with confidence.



Type of training: Operational Effectiveness Skills Development

Program length: 10 months

INSTRUCTIONAL DELIVERY METHOD(S)

- Human performance technology (HPT)
- Lectures on best practices and live demonstrations
- Critical thinking activities
- Experiential learning (learning through reflection on doing)
- Action learning for effective adoption of concepts

STUDENT GROUPING

- Individual, 1:1 instructional training, LIVE remote learning

START DATE

- Open for enrolment

TRAINING INCLUDES

- Instructional lessons, scheduled over the program duration period
- Digital tools, practice exercises, business labs and homework
- Live video conferencing for tutoring and evaluations

PROGRAM OUTLINE

Through a comprehensive blend of scheduled training sessions and homework assignments, participants will significantly enhance their capabilities in goal setting, strategic planning, and execution. This program covers all aspects of operational planning, management, and monitoring, equipping participants with advanced concepts that will enable them to achieve operational excellence in every facet of their business.



DEFINED INSTRUCTIONAL OBJECTIVES

- Learn the fundamentals to improve your ability to execute your strategies and goals.
- Improve your ability to apply the power of leveraging in your business.
- Improve your ability to deliver higher quality with fewer resources.
- Optimize the effectiveness of people, processes and technology.
- Improve operational management practices.
- Apply the cumulative improvements concept to business situations.

MEASURABLE LEARNING OUTCOMES

- Implementable Execution Plan
- Improvements in workload distribution and resulting operational efficiency
- Engaged workforce and team culture
- Increased return on investment in people, business tools and technology
- Measured improvements in productivity, process efficiency and marketing effectiveness using key performance indicators

ASSESSMENT METHOD(S)

Participants are required to complete various Case studies to apply the knowledge learned. This includes:

- **Weekly assignments** to understand and apply the concepts learned.
- **Completion requirements:** the candidate must complete the assignments within the timeline allocated per topic.

A certificate of completion, a testament to your commitment and growth, will be issued to confirm the successful completion of this training.

COURSE COMPONENTS

The Business Operations Effectiveness (BOE) program consists of the following components:

SWOT

- Learn to conduct a SWOT analysis.
- Learn how to refine your strategy to align with your short- and long-term goals.

Operational planning

- Learn how to plan for your operations given your risks and obstacles
- Learn to assess your processes for further refinement and improvement
- Learn how to increase your capacity and optimize your resource planning
- Learn how to further refine your key performance indicators



Operational management and execution

- Learn how to manage people’s performance
- Learn how to manage client service delivery and difficult situations
- Learn how advanced concepts of effective delegation and people engagement

Operational monitoring

- Learn how to monitor, measure and assess operational performance based on the defined Key performance indicators.
- Learn how to develop a corrective action plan

Each component includes Effective Communication as an integral part and participants will learn how to apply techniques in respective business situations.

TRAINING COURSE TUITION^{i ii}

Program Code	Tuition Fees	GST	Total Fees	Total training hours
BOE	\$9,250	\$462.50	\$9,712.50	37

PAYMENT OPTIONS:

- Full paymentⁱⁱⁱ is required at the start of the program

LEADERSHIP DEVELOPMENT TRAINER:

Prestige Academy Certified Professionals

ⁱ Based on single payment per participant.

ⁱⁱ Prestige Academy reserves the right to change pricing without prior notice.

ⁱⁱⁱ Contact Prestige Academy for quotations for structured payment and financing options.